



2010 Private Event Policies and Guidelines

For your event to be the success it deserves to be, you need to book at least 4 weeks in advance. Booking early helps ensure you get the venue and the date that you want.

We offer one alternate event date due to weather conditions only. Event change notice must be given in writing three (3) days in advance. A 50% refund may be issued if the alternate date cannot be accommodated. The Zoo is open rain or shine, and **no refunds will be issued to customers cancelling fewer than 3 days in advance.**

For the protection of our animal residents, balloons, balls, straws and confetti are prohibited – a complete list is provided below.

Booking an event

- Facility rental payment is required in full to guarantee the date and facility for your function. Payments may be checks payable to Virginia Zoological Society, Visa, MasterCard, American Express and Discover.
- No events will be booked fewer than four weeks prior to the requested date.
- No refunds, admission passes or alternate dates are provided for cancellations. Clients may reschedule for one alternate date due to weather conditions, provided event change notice is given in writing three days in advance.

Policies and Guidelines

- The following are prohibited while on Zoo grounds: Smoking on grounds or indoor buildings, animals, glass, straws, balloons, bicycles, rice, bird seed, flower petals, balls, Frisbees, roller-skates, roller blades, skateboards, scooters, confetti, candles or open fires. These items may be harmful to the facility, environment or animals.
- Radios, CD players etc. are prohibited without prior consent.
- Property cannot be used for political events, religious services or unsanctioned fundraisers.
- Third party events will not be booked.
- Non-profit 501 (c)(3) organizations must receive prior approval to hold fundraising events at the Zoo.
- Any solicitation to Zoo visitors is strictly prohibited and may cause the Zoo to shut down your event.
- To sell items during events, organizations must first receive prior approval and agree to a surcharge of 10% of proceeds. This does include non-Zoo food vendors or caterers selling to your event guests.
- Media releases advertising your event must be submitted to the Virginia Zoo for review prior to distribution. Any use of the Zoo logo or Zoo verbiage in advertising is strictly prohibited without consent of the Zoo's Communications Department.
- All organizations renting a venue at the Virginia Zoo must provide a certificate of insurance naming the Virginia Zoological Society and the City of Norfolk as additionally insured and the cancellation clause changed to reflect the attached sample certificate.
- It is the responsibility of the client to ensure that trash is properly disposed of in designated receptacles. Failure to do so will result in an additional clean up charge of \$250.00.

Personnel

- The Zoo reserves the right to determine the need for personnel services. The Zoo will make all arrangements for security and bill the client.
 - All functions requiring setup/delivery crews, more than 100 guests or occurring outside of 10:00 a.m. to 5:00 p.m. require the use of a Zoo Guard Security Officer at \$25/hour.
 - All functions that serve alcohol require the presence of a Norfolk Police Officer. The fee for one Norfolk Police Officer is \$30/hour with a minimum four hour requirement.

Food and Beverage:

- Clients may select any caterer from the *Exclusive Catering List* when renting the Virginia Zoo as an event venue. Caterers not on the *Exclusive Catering List* may not be used.
- *Pepsi Bottling Group* is the exclusive soft drink beverage contractor for the Virginia Zoo. All non-alcoholic beverages must be Pepsi products, including bottled water.
- Alcoholic beverages may be served with the proper ABC license (which must be posted with the beverage/bar throughout the duration of the event). The Virginia Zoo requires a copy of this permit 30 days prior to the event.
- If alcohol is served, the event area must be barricaded or fenced off to the public during operating hours. Event client and caterer are responsible for providing and setting up proper barricade.
- Bars must close 30 minutes prior to the end of an event.
- All functions that serve alcohol require the presence of a Norfolk Police Officer. The fee for one Norfolk Police Officer is \$30/hour with a minimum four hour requirement. Events with more than 250 in attendance may require additional Norfolk Police Officers. All event security/police requirements will be assessed on an event by event basis.
- Both the Virginia Zoo and the City of Norfolk on duty police reserve the right to eliminate service of alcohol to individuals or close down all bar service if deemed necessary.

Caterer Responsibilities:

- The caterer is responsible for the set-up, break-down, and clean-up of the event site.
- The Virginia Zoo **does not** have a kitchen available for use.
- Caterer must provide a copy of its certification by the Health Department.
- While a Virginia Zoo staff member will be present for the duration of the event, the caterer must provide staff from the beginning to the end of your event. Additionally, the caterer must be contracted to staff the bar throughout the event. The event itself should end at the appropriate time to allow for break down and clean up.
- Caterers must have at least one logistical meeting with Zoo staff prior the event to discuss deliveries, set-up logistics and other concerns.
- All catering supplies and trash must be disposed of in the designated areas at the conclusion of the event. The Virginia Zoo does not provide cleaning supplies; caterers must provide their own. It is the responsibility of the client to ensure that trash is properly disposed of in designated receptacles. Failure to do so will result in an additional clean up charge of \$250.00.
- Breakdown of the event must occur immediately following the event, including the removal of all rental items and decorations.

Amusements (tents, DJ's, moonwalks, etc.)

- Big Top Entertainment is the Zoo's exclusive amusement vendor. Visit www.bigtopentertainment.biz for more information or call Big Top at (757) 875-0505 for pricing.
- No other outside amusement vendor may be used, including tent rental.
- A DJ may be hired from the *Exclusive DJ List*.

Set-up/Breakdown

- Equipment and table set-up must be approved by the Special Events Coordinator prior to the function, and a detailed layout must be submitted prior to the event.
- For the safety of all guest and Zoo property, no vehicles may enter the Zoo. If needed, your event contact can arrange for hand carts or wagons to assist in carrying personal items to the event area.
- Clients' signs or banners may be placed at the event site upon prior review and approval by the Communications Department.
- Trash must be placed in the appropriate trash receptacles.
- All zip ties, string, etc. used at the event site and on the ground must properly disposed of.
- Breakdown of the event must occur immediately following the event, including the removal of all rental items and decorations. The Zoo is not responsible for items left behind.
- Additional fees may be charged if the event site is not properly cleaned.

Guest Entry

- Guests/volunteers are to remain in the designated event area outside of operating hours, 10:00 a.m. to 5:00 p.m. Persons not adhering to this policy may be asked to leave the Zoo.
- All event guests will enter through the Main Entrance of the Zoo.
- We recommend that the client has a greeter table at the main entrance to pass out wristbands to their guests upon entry at the Zoo. You may also pass out wristbands to guests prior to the event so that they are easily identifiable for entry at the ticket booth windows.
- If you have a greeter table it must not block areas of entry for the general public.
- Children younger than 2 years of age do not need wristbands for entry but must be counted in total attendance numbers.

Letter of Agreement shall be signed by organizational representative and returned to the Virginia Zoo with appropriate nonrefundable facility fee in order to guarantee date.

**For more information or to arrange an event at the Virginia Zoo,
please call Special Events at (757) 441-2374, ext. 253.**